Department of Child Support Services

Evaluation of Training and Experiences (T&E)

Of Candidate for the Position of

Child Support Officer II, Exam No.: N1614A

CANDIDATE INFORMATION

Name: _____   Employee ID#: _____

Current Work Section: _____

<u>GENERAL INSTRUCTIONS</u>

This self-report worksheet is to be completed by all applicants for the Child Support Officer II examination. This worksheet requires you to document specific training, education, and work experience that pertain to the competencies identified as important to successful performance of the job duties of a Child Support Officer II. The information you provide will be scored on a point system that reflects the relative importance of each item to the performance of the work of the classification.

It is solely your responsibility to complete this questionnaire completely, correctly, and accurately. Making false statements on this form may cause you to be disqualified from this examination.

Scoring

The maximum number of points that may be awarded on your Evaluation of Training & Experience is 100. You will receive points for training/education and specific work experience (i.e., pertinent work activities) that have been linked to one's ability to successfully perform the duties of a Child Support Officer II.

In order to receive credit, **you must provide all required information and supporting documentation** (e.g., diploma, official college transcripts, duty assignment and supervisor contact information, work samples) **as identified in the instructions for each section**. <u>Vague, illegible, or incomplete entries will not be awarded credit.</u>

Employment Experience

It is **your responsibility** to provide verifiable documentation or contact information from any agency or organization that supports the work experience you described in this questionnaire. The source of information must be from the organization's personnel officer, his/her designee or your previous immediate supervisor for the work you described with an active member's phone number for validation. **All documentation for employment verification must be on the organization's letterhead.**

Supporting Documentation

The documents you provide in support of the training and formal education claimed must match the information contained in your personnel record. <u>Copies of certificates of completion for classes claimed</u> such as grade reports, transcripts, or other proof may also be considered.) You must submit a <u>copy of an official transcript</u> from the institution that conferred the degree to receive credit for specific coursework.

BEGIN RECORDING YOUR TRAINING/EDUCATION AND EXPERIENCES ON THE NEXT PAGE

Training & Experiences

In Section A of the Evaluation of Training & Experience, you will indicate the highest level of formal education you have completed and any relevant coursework that you have earned college credit for.

Section B focuses on specific work experience pertaining to specific knowledge, skills and abilities necessary to perform assignments within the class of Child Support Officer II.

A. Formal Education

Please list your highest level degree earned <u>and</u> any college coursework you have completed, including any coursework in social sciences (e.g., psychology, sociology, and communication studies), and writing. Please attach a copy of the corresponding transcript.

Degrees Earned	x	School/University
High School Degree	☐	
Some College	☐	
AA degree or 60 Semester/90 Quarter Units from an accredited University	☐	
Bachelor's Degree or Higher from an accredited University	☐	

College Coursework	Topic	University
Example: Psychology 100	Intro to Psychology	California State University, Los Angeles

CONTTINUE TO THE NEXT PAGE

B. Work Experience
1) Child Support Experience

Please place an "x" next to the experience you have had in the past from the list under the "Area of Expertise" column. Provide a brief description of the work you performed in the area you marked "x" and include the organization you worked for and the employer HR contact information.

Area of Expertise	x	Briefly describe work you have completed in the area marked "X."
A. Intake Generating applications to open a child support case	☐	
Name of Institution/Employer:		Employer HR/Supervisor's Name/Phone No:
B. Establishment of Paternity & Court Orders		
i. Locating case participant information	☐	
ii. Updating case information	☐	
iii. Referring a registration of a private court order (RFO)	☐	
Name of Institution/Employer:		Employer HR/Supervisor's Name/Phone No:
C. Enforcement of Court Orders		
i. Creating and/or updating basic (non-complex) financial accounts based on court order terms.	☐	
ii. Locating employer information of non-custodian parent and sending appropriate forms	☐	
iii. Collecting arrears and monthly support obligations	☐	

iv. Generating driver/professional release forms and sending to appropriate parties	☐	
Name of Institution/Employer:		Employer HR/Supervisor's Name/Phone No:

2) Office Computing
   a. Please place an "x" in the box next to the names of the programs you have used, and/or provide names of other programs you have used in your past or current work assignments.

Microsoft Products	CSSD program-specific software application	
☐ Word ☐ Excel ☐ Outlook ☐ Others (Please specify):_____	☐ *Customer Connect* ☐ *LEADERS* ☐ *CWS-Lite* ☐ *YODA* ☐ *MEDS* ☐ *DMV* ☐ *EDD* ☐ *Court-Net*	☐ *Work Number* ☐ *Accurint* ☐ *eOSCAR* ☐ *CESNet* ☐ *eCAPs (for Procured of supplies only)* ☐ *Others (Please Specify):_____*

   b. Please briefly describe your work experience working with the software application(s) you have indicated above.

3) Please briefly describe your work experience using internet search engines (e.g., Internet Explorer, Google) to conduct research involving child support work related tasks.